SIMS Permitting Data Entry Standard Operating Procedures


Team Members:

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Team Charter

Assure consistent high quality permit application processing data to assist in workload management and allow the creation of accurate and meaningful reports.

- Entering timely and accurate data by using standardized data entry procedures

- Performing SIMS cleanup of program EIs and schedules
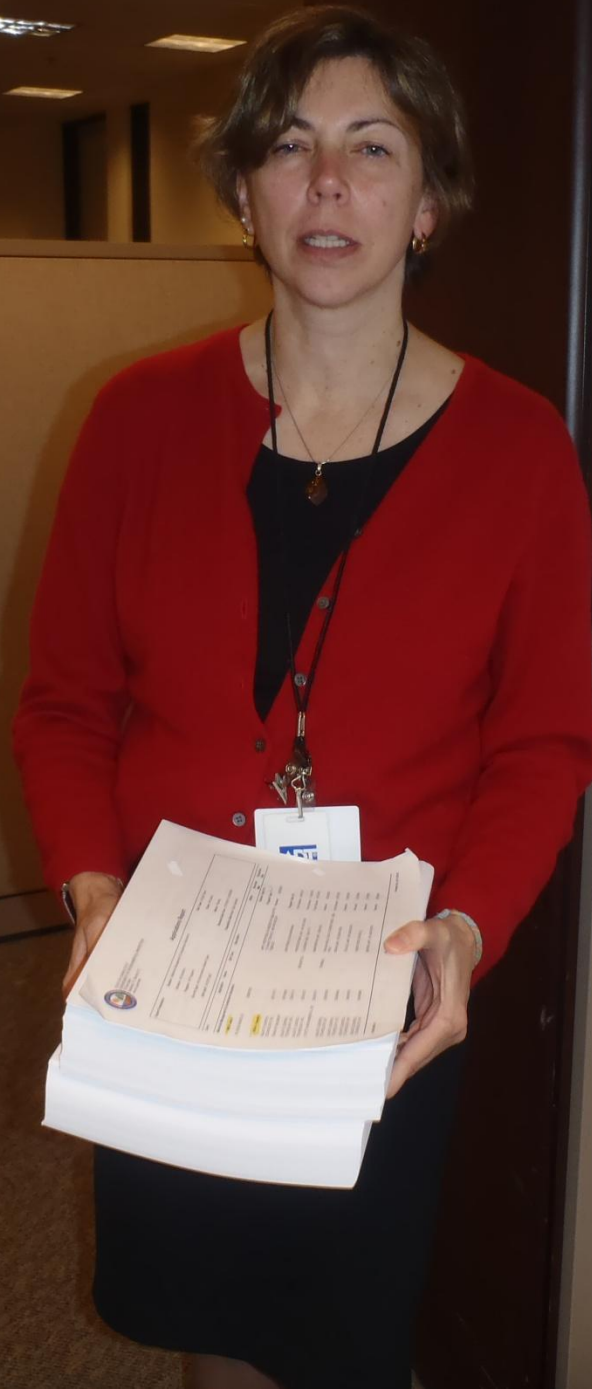
- Renewals - sims STAT
  "expired"/"superceded" on
- Adding $ Tasks to Sc
  that aren't appropriate
  ie = nOOB "Tech Rev
- Review reports for to I
- Review current schedul
  for consistency (ie a
- Test for Duplicate EI
- Review schedules so apps
  w/ schedules so no confusion
  selecting schedule in S
- Rejection/- communica
  Withdrawn   with Fin
- outstanding fees need to be
  by financial (close out invo
  (refund evaluat
- Notice fee check in SD
  - may ent into Fin
  - if not payed by applicant
  - can place HOLD in Fin'l
    but doesn't reflect on Final Deci
    calculation on Assignment o Days
  - as- it is accounted for inVR
 SOP to check fee rece

Current State

Current State

- Five major program areas (OLISP, IWRD, AIR, WATER DISCHARGE, WASTE) with varying data entry points performed by various staff

- Not all applications being closed in SIMS

- No formal SOPs for data entry

- No consistent standard time frame for data entry

- Sufficiency start date not consistent throughout all programs

- Tracking of sufficiency review process and timeframes not consistent

- Reports may not reflect actual application schedule status

What we heard:

- Concerns about change
- Inability to determine accurate staff workload due to untimely data entry
- Data entry is viewed as a burden by some, with little or no value
- Application assignment can be done more effectively
- Lack of follow-up and formal procedures when applicants do not pay initial application fees

Future State

Applicant

CPPU

Program

Sufficiency start date = CPPU receipt **date**
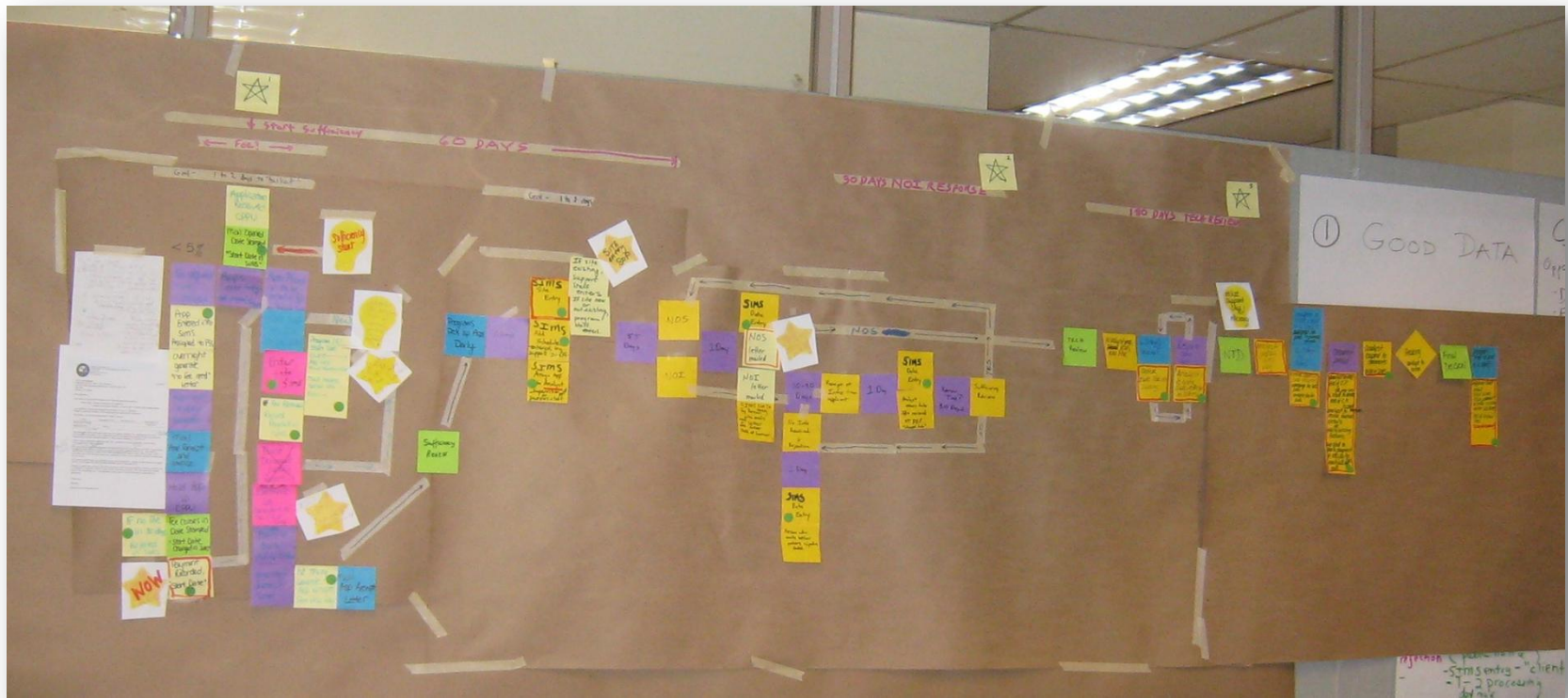
2 Days

3 Days

Documents enter in 2 days

100% of applications closed

2 Days

2 Days

Applicant submits application and fees

CPPU Initial Entry

Program initial entry

Applicant publishes notice of application and provides affidavit of publication to DEP

DEP performs initial review for sufficiency

NOS

DEP Performs Technical Review

NTD

Final Decision

NOI

Sufficiency Review = 60 days

Technical Review = 180 days

Future State - CPPU

- CPPU will hold application not submitted with initial application fee
- Application receipt letter modified
- CPPU standardized client entry
- Start date for sufficiency will be application fee receipt date
- Use of electronic log sheet for program sign out
- Work closely with E-Gov Lean team interim solution

Future State - Sufficiency

- Initial program SIMS entry (within 3 days):
  - Site (entered by support staff)
  - Schedule (entered by support staff)
  - Staff Reassignment (entered by support staff or supervisor)

- Consistent NOS/NOI schedule entry date

- Every program mails out NOS

- Staff responsible for mailing out NOS/NOI enters date (within 2 days) in SIMS

- When sufficiency materials are received (analyst/engineers) enters date (within 2 days) in SIMS

Future State - Tech Review/Closure

- Staff responsible for mailing out additional technical information requests enters date (within 2 days) in SIMS

- When technical review response materials are received (analyst/engineers) enters date (within 2 days) in SIMS

- Staff responsible for mailing out NTD enters date into SIMS

- Staff responsible for mailing out permit enters closure date in SIMS, sets up annual fees, etc

KPIs
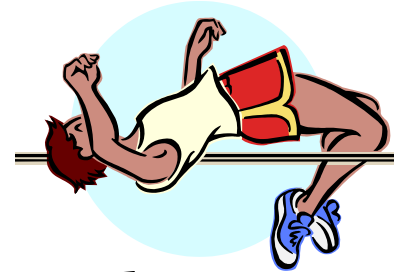
- 100% timely and accurate data entry within specified days of the following milestones:
  - CPPU process – 2 days
  - Initial program SIMS entry – 3 days
  - NOI/NOS determination data entry – 2 days (from date on letter)
  - NTD data entry – 2 days (from date published)
  - Final disposition data entry – 2 days (from disposition date)

KPIs continued

- 100% Permit applications entered in accordance with standardized client and site naming convention – 1year

- 100% Application and permit related document association (date forward) in accordance with developed SOP – 1 year

One-Month Goals

- Develop SOPs for CPPU process: Standardized client entry, handling of exceptions, fee process

- Recommend prioritization of iTest issues

- Investigate hard stop in SIMS if all fees associated with applications are not paid

- SIMS site history analysis

Three-Month Goals

- SOP for permitting data entry points

- Standardize NOS/NOI letters across programs

- Recommended list of documents to be uploaded into SIMS

- Research the requirements for a public notice affidavit

- Standardize the permit status terms and application disposition terms (expired, revoked etc)

- Programs resolve backlog of pending open applications in SIMS

Six-Month Goals

- Develop tailored training materials for various users including supervisors and managers

- Refine nomenclature SOP for sites

- Review SIMS schedules for consistency

- Review and refine EIs and program relationships in SIMS

- Review site feature detail information

Nine-Month Goals

• Conduct training for various users including supervisors and managers

• Revise SIMS Schedule

• Review and refine Federal, State and in-house reports

• Develop SOP for backfilling data for permit applications received after 2/1/09 in SIMS

Twelve Month Goals

• Create standard templates (NOS and NOI or additional technical info) to have SIMS auto-fill

• Standardize agency policy on municipal discounts

• Evaluate how specific application status will be shared with the public

• Review and refine application forms to coordinate with EI nomenclature and Rev IDs

• Review progress on implementation of all SOPs developed

We went all the way LEAN!!

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- Fred Shamburg

- Charlotte Pearson

- Karen Caliendo

- Other LEAN teams!